

EXHIBIT 5



July 7, 2020

Jocelyn G. Boyd
Chief Clerk and Administrator
Public Service Commission of South Carolina
101 Executive Center Dr., Suite 100
Columbia, SC 29210-8412

RE: Petition for Approval of Use of an Electronic Bill of Lading – All My Sons of Charlotte South, LLC – PSC/ORS Certificate No. 9847

Dear Ms. Boyd:

Allow this letter to respectfully represent our factual memorandum to the South Carolina Public Service Commission in support of the Petitioner All My Sons of Charlotte South, LLC ("AMS") to utilize an enhanced consumer protective electronic Bill of Lading process (*a digital process*). Attached as Exhibit A is a sample of the document. AMS has successfully implemented electronic Bill of Lading (BOL) and estimates in nearly all of the 30 states we currently operate in. We have seen an increase in not only the clarity of charges for the consumer, but enhanced tariff compliance, visibility, and record-keeping. We are following an already structured electronic document and signature process lead by the top tier customer-driven delivery and regulatory entities such as **FedEx, United Parcel Service (UPS), United States Postal Service (USPS)**, and the **Federal Motor Carrier Safety Administration (FMCSA)** to name a few. By the end of 2020, our goal is to be 100% transitioned to this consumer-driven protective process. This technology has been designed to meet the existing regulatory requirements assuring compliance with rates and filed tariff requirements programmed into each required field. The digital product duplicates all core functions of the existing paper document with an extra layer of compliance and consumer protection that does not exist with the paper process. We are excited to share this process below with the Commission and look forward to the benefits it brings to all parties involved.

A. Digital BOL Process Overview

Each electronic BOL will require the consumer's initials and/or signature at each critical acceptance such as price per hour, travel time, number of men, and valuation to name a few, before moving to the next section. This occurs on a Driver's mobile tablet where all tariff-driven terms are clear and concise pre-move. This assures the customer's understanding of agreed terms prior to moving forward through the BOL terms and conditions. The same process is followed for all pre-move required documents included in our electronic BOL process: Estimate type, BOL, Contract Terms and Conditions, required selected valuation liability, and the customer's declaration of any additional value if selected. The local branch management contacts are included as well as AMS Customer Care phone numbers. Contacts are readily available prior to

the process to address any questions that might arise prior, during, or after the move process. The move will not occur (*Driver cannot receive a start time*) without all initials and signatures from the consumer, assuring a clear understanding of agreed terms prior to the move. This removes communication irregularities on either side that could have occurred during the sales or pre-move process. This process also assures that the Bill of Lading copies that each party receives are exact duplicates. This improved process allows full transparency, order, and clarity not plausible with handwritten carbon correspondence. Furthermore, this gives AMS and Customer a “real time” copy of what has been agreed to in a printable PDF mirroring the existing required paper documents. This also enables increased ease of reference and storage for all parties. Copies are sent via email immediately to the customer and AMS pre- and post-move, stamping times sent through electronic email which is automated. Both PDF’s include all required itemizations of all terms and charges that exist on the current paper process. A post-move email is also sent containing delivery receipt acknowledgement and itemization of all final services and charges agreed upon. Customers, Regulatory Authorities, and AMS will have full access to printable PDF’s matching form and manner of the existing Uniform Household Goods Bill of Lading. This will include all required ancillary documentation attached with all original required initials and signatures. Any party can store or print exactly what was signed the day of the move. AMS also retains this EXACT information on a secured site removing the lost paperwork scenario for either side or regulatory authority when a question or claim arises, saving resources and time for all parties.

In situations where a customer does not have an email, AMS will have the ability to use a paper Bill of Lading as standard operating procedure. We appreciate your time and look forward to implementing this new consumer-based procedure.


For your easy reference, the following is a recapitulation:

Electronic BOL Benefits Summary:

- Assurance of consumer’s understanding prior to move of all information and terms.
- Verification and acceptance step by step through initials or signatures not possible with paper forms.
- This electronic document replicates the existing approved paper requirements and “core functions” as a receipt, evidence of or containing the contract of carriage, terms, and as a document of title.
- Customer signs all Bills of Lading and all documents and addendums required before and after move.
- No credit card imprints; card swiped onsite for charges, customer must sign in person and acknowledge.
- Exact duplicates of moving documents signed through automated email “real time” to customer and AMS servers.
- All parties can print Bill of Lading and supporting documents in order “On Demand” for easy access for any party.
- Process assures Driver and Consumer compliance to protect all parties “pre-move”.
- Eliminates lost or non-duplicative documents and each BOL is a true record of move day for each party.
- Validates agreement of driver start and stop times and copies customer in “Real Time”.
- Customer can clearly review all terms and charges prior to move and prior to delivery receipt.
- Consumer has ability to request paper BOL.

Thank you for your consideration.

Sincerely yours,

A handwritten signature in black ink, appearing to read 'Wyland LaFave', with a long horizontal stroke extending to the right.

Wyland LaFave
Field Vice President
All My Sons of Charlotte South, LLC